DX8000 Series Database File Patch Update Instructions

Service Update Instructions

Before you apply the service update patch, please read this document, which describes all of the details about the service update patch and how to perform the service update instructions for DX8000 digital video recorders (DVR) running V1.0 or V1.1 software.

This service update resolves the issue within a very small percentage of recorders (far less than 1%) where the recording of video may be halted if any of the video index files become damaged, for example, by an unexpected loss of power during an index-file write cycle.

The enclosed Resource CD (CD-DX8000-V11P) contains the DX8000 Database File Patch service update.

IMPORTANT: You are strongly urged to apply this patch to all DX8000 DVRs because there is no way of predicting when a video index file could become corrupt.

You can also obtain service update software from the Pelco Web site by going to: www.pelco.com/software/. Please download and distribute this update as soon as possible. Should you have any questions, please contact Pelco, Digital Support department at 1-800-289-9100.

IMPORTANT SERVICE UPDATE OBSERVATIONS

Before you apply the service update patch, please be aware of the following observations:

- The service update patch should be applied to all DX8000 DVR servers. This patch is not intended for DX8000 Client Application software.
- You do not have to export and reimport your current DX8000 configuration settings before applying the service update.
- The service update patch is included on the Resource CD, part number CD-DX8000-V11P.
- Do not install any other software from the Resource CD on the DX8000 DVR.
- You must manually start the service update process. The service update patch is not installed using the Resource CD wizard.
- The service update patch does not upgrade your DX8000 V1.0 software to V1.1. For more information about upgrading your DX8000 DVR, refer to *DX8000 Upgrade and Recovery Instructions*, which is included on the Resource CD.

UPDATING THE DX8000 DVR SOFTWARE

Make sure that you apply the service update patch to all DX8000 servers. You do not have to export/import your DX8000 settings before applying the service update patch.

To apply the service update patch:

1. Log in to the DX8000 DVR as Admin.

2. Exit to the Windows environment.

3. Insert the DX8000 Resource CD into the CD-ROM drive.

4. On the Windows® task bar, do the following:

   a. Right click Start. The Start menu is displayed.

   b. From the Start menu, click Explore. The Windows Explorer dialog box opens.

5. Click CD ROM drive. The Resource CD folders are displayed.

6. To navigate the folder hierarchy to access the Setup.exe file, click xtras > Server_Only > DX8000 Patch v1.0.0.3 > Data1. The Setup.exe file is displayed.

7. To apply the service update patch, do the following:

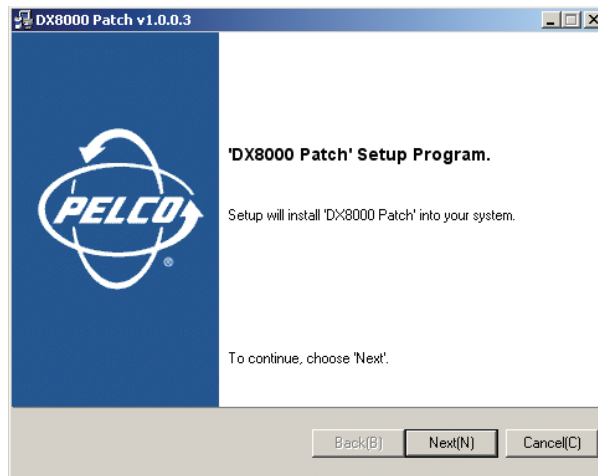   a. Double-click Setup.exe. The DX8000 Patch v1.0.0.3 Dialog Box opens.

Figure 1. DX8000 Patch v1.0.0.3 Dialog Box

b. Click Next. The Software License Agreement dialog box opens.

Figure 2. Software License Agreement Dialog Box

c. Click Next. The Select Installation Folder dialog box opens.
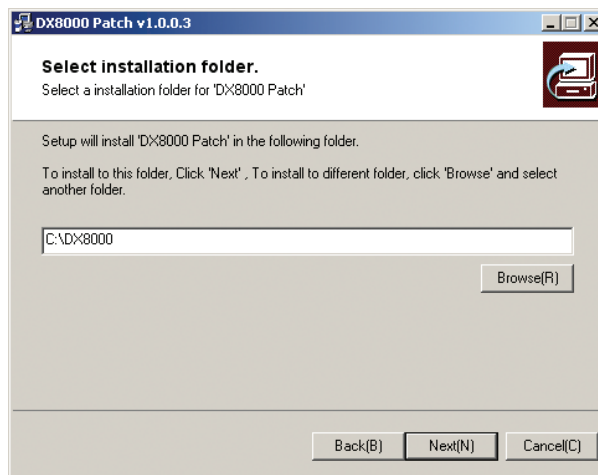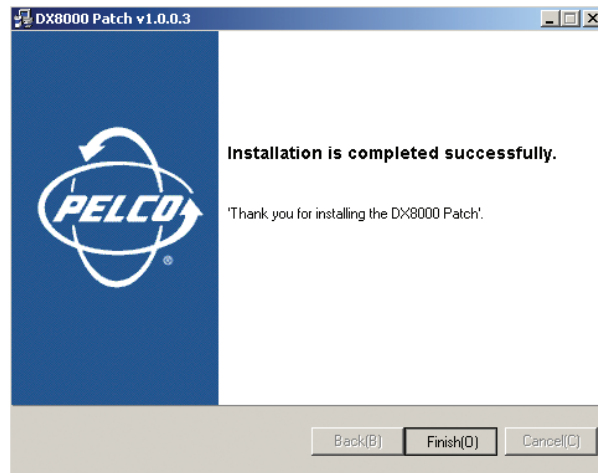

Figure 3. Select Installation Folder Dialog Box

d. Click Next to accept the default. The installation process starts. The Installation Is Completed Successfully dialog box opens.

Figure 4. Installation Is Completed Successfully Dialog Box

     e.   Click Finished.

8.   Remove the DX8000 Resource CD.

9.   To restart the DX8000 system, do the following:

     a.   On the Windows task bar, click Start. The Start menu is displayed.

     b.   Click Shut Down. The Shut Down Windows dialog box opens.

     c.   In the drop-down box, select Restart.

     d.   Click OK. The DX8000 system restarts and is ready for operation.

           You can perform an optional step to verify that the service update patch is correctly installed. For more information, refer to *Optional: Verifying that the Service Update Patch Is Correctly Installed*, next.

     e.   Log into the DX8000.

OPTIONAL: VERIFYING THAT THE SERVICE UPDATE PATCH IS CORRECTLY INSTALLED

To verify that the service update patch is correct installed:

1.   Log in as Admin.

2.   From the DX8000 File menu, click Exit. The Shut Down dialog box opens.

3.   In the drop-down selection box, select Exit to Windows.

4.   Click OK.

5.   Click Start > Settings > Control panel. The Control Panel window is displayed.

6.   Double Click Add/Remove Programs. The Add/Remove Programs dialog box opens.

7.   Verify that the service update titled "DX8000 Patch v1.0.00.3" is listed as a currently installed program.

8.   Close all dialog boxes.

9.   Click Start > Programs > DX8000 to start the DX8000 application. The DX8000 application window opens.

10. Log back into the DX8000 to resume its use.